



IMPLEMENTATION PLAN

PRESENTED TO

SPIRIT

FOR THE

WIC SPIRIT AUTOMATION PROJECT

***Revised
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TASK # 1

DELIVERABLE #9

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Implementation Plan

This document describes the plan for implementing the SPIRIT systems for the WIC programs. The plan will cover the procedures to implement the new system within the WIC clinics, SPIRIT WIC offices and CNI office. The plan will cover implementation personnel, assumptions, schedule, site preparation, task lists, back up and recovery procedures, disaster recovery, pilot and rollout. The plan will also cover the procedures for converting the WIC Ed version 1.3.0, WIC Ed version 1.35.08 and the Choctaw Nation data into the new SPIRIT database schemas on the centralized server.

- This plan does not include the specific dates when the system implementation occurs at each site. This information is outlined in the SPIRIT GANTT document. The ITO rollout order and dates at CNI and SPIRIT Tribal Agency sites will need to be determined. Covansys and CNI will need to estimate the duration of each implementation site in order to determine the start dates for each Agency.
- Covansys will provide guidance in regards to previous experience with site preparation and site surveys. Covansys will oversee; provide guidance and written instructions for the implementation of the applications on the centralized servers and client site. Implementation tasks are as follows:
- Covansys will provide training to the CNI staff regarding installation of the software on the centralized applications servers. Each application will be opened and accessed by a variety of user profiles and roles to ensure users with various roles and permission types can access the software applicable to their related responsibilities. The installation and testing process will take approximately three workdays as shown in the project work plan.
- Implementation of the applications on the centralized servers – Upon completion of the Covansys software development, systems testing, integration testing, and regression testing the applications will be ready for installation on the SPIRIT centralized servers. Upon completion of the installation, setup and configuration of the centralized application servers, CNI will install the application software.
- The installation of the applications on the centralized servers will take place before the demonstration of the customized WIC System and before the training for user acceptance testing.
- Completion of the Site Survey Report as scheduled on the Project Work Plan for the SPIRIT project is the responsibility of SPIRIT. The Site Survey Report should include any potential problems with the planned clinic environment (e.g. location, layout, electrical service, telecommunications, etc.) that could affect system operations. Covansys will review the Site Survey Report as provided by SPIRIT in and provide feedback regarding the impact of any potential issues with the site implementation.
- Completion of the Telecom Carrier Selection and Assessment Report as scheduled on the Project Work Plan for the SPIRIT project is the responsibility of SPIRIT.

- Completion of the Functional and Technical Requirements Document as scheduled on the Project Work Plan for the SPIRIT project will be completed by Covansys and approved by SPIRIT.
- Completion of the Electrical Requirements Document as scheduled on the Project Work Plan for the SPIRIT project is the responsibility of SPIRIT. This information is derived from the Floor Plan diagram as described with section 4.3.2 of this document.
- Completion of the SAN/LAN/WAN Network Functional and Technical Document as scheduled on the Project Work Plan for the SPIRIT project is the responsibility of SPIRIT. This document should diagram and define the Networking architecture in detail as hosted by CNI and connected to by the SPIRIT users.
- Completion of the First Phase Hardware, Software and Communication Document as scheduled on the Project Work Plan for the SPIRIT project is the responsibility of SPIRIT. Covansys will provide documentation for the application software. This information is derived the from site survey information collected to establish the overall requirements for host and client site hardware, software and communications.
- Completion of the SAN/LAN/WAN Network Technical Specifications Document as scheduled on the Project Work Plan for the SPIRIT project is the responsibility of SPIRIT.
- Ensure that the existing SPIRIT data is converted into the new SPIRIT database schemas using the conversion programs developed by Covansys. The conversion of data will be completed for UAT, Pilot and production purposes at the Covansys, Overland Park Branch. Before UAT begins the data will be exported from the database located at Covansys and imported to the database schemas on the UAT servers at CNI. Upon approval of UAT, the production conversion will be scheduled, run, exported and imported to the production database schemas on the production servers at CNI. CNI will be responsible for creating the user ids, passwords, assigning the locations and roles for each user. It is important that three database environments be established on the database server. This includes production, training and user acceptance testing databases.
- Covansys will provide a checklist to verify and certify that the data has been converted as expected. Please reference sections 6.2 Pre-Implementation tasks and 6.5 Implementation tasks sections of the Data Conversion plan for the WIC Ed systems and sections 5.1.2 Pre-Implementation tasks and 5.1.4 Implementation tasks of the Data Conversion plan Choctaw system.
- CNI will be responsible for installation of all required software applications for WIC on the centralized servers. CNI will be responsible for installation of all PC related required software applications at the WIC clinics, and the SPIRIT State offices. This also includes configuration of the off line machines. Particular attention will be paid to any installation or configuration problems identified during pilot operations in order to assure a smooth transition to the new system.

- CNI will be responsible for providing base image on CD for each machine used by SPIRIT.
- Covansys will issue a SPIRIT Operational Certification document, with the Covansys Project Manager signature that certifies the system is implemented and operational for SPIRIT.

1. Task 1 – Implementation Assumptions

1.1. General

In order for the timely and successful implementation of the system, the following assumptions are made:

- SPIRIT will have a properly wired network installed prior to the implementation visit, and will ensure that there is a sufficient number of network patch cables available to complete the equipment setup. SPIRIT will appoint a Senior Network Architect to determine the number of required network patch cables during their Site Survey for each site.
- SPIRIT should establish a timeline for contingencies. This should be based on the results of the site surveys and consider any deficiencies that should be corrected prior to implementation.
- SPIRIT will be responsible for any deficiencies noted in the site surveys that might impede the installation of the system in a given location will be corrected as appropriate prior to the implementation visit. Any deficiencies must be corrected prior to the System Rollout dates as specified the SPIRIT GANTT document
- If there are any deficiencies noted during the site surveys or subsequent implementation, it must be clearly specified who is responsible for the corrections and work to be performed.
- Covansys Implementation team members will be given reasonable access to WIC program sites and building facilities. This may include access outside of the normal operating hours.
- In the event significant problems are encountered with the installation of the equipment, software, or converted databases, the final implementation will be delayed until the problems are corrected. Covansys will work with SPIRIT to ensure quick resolution to any issues that may arise prior to implementation that may impact the implementation date. Any such risk will be identified and documented in a contingency plan.
- Installation of the software on the centralized servers should not create any delays since the Covansys development and testing environment is set up and configured the same as the production environment. If there are any deviations between the development system and the production environment there is a potential that the software will not install properly or the applications will not function properly. If this is the case, these differences will need to be identified and researched for problem resolution. These situations will be detected during the UAT installation process and should not impact the production rollout schedule.
- Any unique network environments will be identified and resolved by CNI and SPIRIT in advance to allow for additional preparation and planning as these are

beyond the typical installation. Any identified unique situations should be resolved during the review of the site survey, and during the final review of the proposed hardware, software and network.

- SPIRIT will provide any additional equipment or supplies that are required to complete the installation at all sites so its availability does not impede the implementation process. Examples of such miscellaneous equipment and supplies include electrical power strips, electrical extension cords and network patch cables.
- The make, models and version-levels of all hardware, software and telecommunications products must be approved by the WIC State Agency prior to acquiring and/or procuring the products. Covansys should also be informed of these decisions.
- Covansys applications are tested and certified for the version of Microsoft SQL Server, operating systems, and third party control tools incorporated by Covansys. If a customer elects to upgrade their versions without Covansys certification this is done at their own risk.
- Covansys remains as current as possible with upgrades to software and hardware. A starting point for software and hardware needs to be selected before development begins and remains consistent through implementation. Without this consistency a high level of risk is introduced into the project, and the scope of the project changes.

1.2. Hardware

- All system equipment (PC's and printers) will be located at the proper location(s) within the WIC program site for installation prior to the implementation visit. All system equipment in relation to the centralized servers will be located in the proper location for installation prior to implementation visits to WIC program sites.
- Timelines for the deployment of such equipment are important so that any issues that might arise can be addressed early.
- All equipment will be readily accessible for installation. Equipment should be positioned in the proper location prior to the implementation visit.
- SPIRIT will prepare the site prior to the implementation visit by properly locating all furniture to support the equipment, and by clearing all obstructions from the surface and floor areas where the equipment will be located.

1.3. Software

Various software operating systems and applications are required for the implementation of the SPIRIT system. This section lists the requirements for the software applications. The responsibility for ensuring the required operating systems and applications are installed is listed under each type of application.

1.3.1. Database Server

1.3.1.1. Windows Server 2003

CNI will be responsible for the installation and configuration of the Windows Server 2003 operating system. This includes installation of all service packs and critical updates. Covansys will ensure the database server is successfully running Windows Server 2003 prior to implementation.

A starting point for software and hardware needs to be selected before development begins and remains consistent through implementation. Without this consistency a high level of risk is introduced into the project, and the scope of the project changes.

Covansys is using Windows 2003 for development and testing. The Covansys applications are certified utilizing Windows 2003.

1.3.1.2. AntiVirus Software

CNI will be responsible for the installation and configuration of Norton AntiVirus Corporate Edition 8.1. Covansys will ensure the WEB servers are successfully running Norton AntiVirus Corporate Edition 8.1 prior to implementation.

1.3.1.3. Microsoft SQL Server 2000 Service Pack 3.A

CNI will be responsible for the installation and configuration of Microsoft SQL Server 2000 Service Pack 3.A. Covansys will ensure the database server is successfully running Microsoft SQL Server 2000 Service Pack 3.A prior to implementation.

1.3.1.4. Converted Legacy Data

Covansys will install the converted SPIRIT database on the database server at the time of implementation. This process involves converting the existing WIC Ed and Choctaw Nation data to the new SPIRIT system format.

1.3.1.5. WIC Server Application

Upon successful completion of the data conversion, Covansys will install the WIC Server application on the database server. This includes the Schedule Job Administrator, End of Day and End of Month Applications.

1.3.1.6. Additional Requirements

The database server will require FTP capabilities for sending and receiving banking and CDC files.

The database server will require the ability to access the End of Day and End of Month directories from a remote or network connection.

It is important that Covansys be provided a VPN or some other type of connection to the database and application servers for remote access. This access provides Covansys with the ability to trouble shoot any user concerns with data, install approved application patches, and to import the conversion data on the SPIRIT servers.

1.3.2. WEB Servers

1.3.2.1. Windows 2003

CNI will be responsible for the installation and configuration of the Windows 2003 operating system. This includes installation of all service packs and critical updates. Covansys will ensure the WEB servers are successfully running Windows 2003 prior to implementation.

1.3.2.2. AntiVirus Software

CNI will be responsible for the installation and configuration of AntiVirus software. Covansys will ensure the WEB servers are successfully running AntiVirus software prior to implementation.

1.3.2.3. Microsoft Office 2003

CNI will be responsible for the installation and configuration of Microsoft Office 2003. Covansys will ensure the WEB servers are successfully running Microsoft Office 2003 prior to implementation.

1.3.3. Client Workstations

1.3.3.1. Windows XP Professional

CNI will be responsible for the installation and configuration of Windows XP Professional operation system on all client workstations. This includes installation of all service packs and critical updates. Covansys will request verification that Windows XP Professional is installed and operating correctly on all client workstations prior to implementation.

1.3.3.2. Norton AntiVirus Corporate Edition 8.1.

SPIRIT will ensure that Norton AntiVirus Corporate Edition 8.1 is installed and operating correctly on all client workstations prior to implementation.

1.3.3.3. Microsoft Data Engine or SQL Server Standard

For satellite servers, CNI will be responsible for the installation and configuration of Microsoft Data Engine or SQL Server Standard.

1.3.3.4. Microsoft Office 2003

SPIRIT will ensure that Microsoft Office 2003 is installed and operating correctly on all client workstations prior to implementation.

1.3.3.5. E-mail Client

SPIRIT will ensure that Microsoft Outlook 2003 is installed and operating correctly on all client workstations prior to implementation.

1.3.3.6. Internet Browser

SPIRIT will ensure that Internet Explorer 6.0 is installed on all client workstations. This includes installation of all service packs and critical updates. Covansys will ensure that Microsoft Internet Explorer 6.0 is installed and operating correctly on all client workstations prior to implementation.

1.3.3.7. Adobe Acrobat PDF Reader 6.0

CNI will be responsible for the installation of Adobe Acrobat PDF Reader 6.0. Covansys will ensure the WEB servers are successfully running Adobe Acrobat PDA Reader 6.0 prior to implementation.

1.3.3.8. Printer Drivers

CNI will be responsible for the installation and configuration for all printers. This will include report printers, document and label printers and check printers. Covansys will ensure that all printers are successfully configured and printing.

2. Task 2 – Implementation Personnel

2.1. General

The implementation team will at minimum consist of the Covansys Project Manager, a Senior Technical Analyst, a Conversion Analyst and a Microsoft SQL Server Database Administrator (DBA). The Senior Technical Analyst will be responsible for following up with SPIRIT for ensuring that the site surveys are completed correctly, the equipment has been properly installed and configured, and the client workstation software is installed and operating correctly. The Conversion Analyst will be responsible for ensuring that the SPIRIT data is converted into the database schema on the database server. The Microsoft SQL Server DBA will be responsible for ensuring that the stability of the database environment is protected and maintained.

An additional Implementation Team Member will also be on site with the Senior Technical Analyst. This person will be a Covansys employee who is presently supporting other similar systems that Covansys has implemented, such as the Indiana WISE system.

The Senior Technical Analyst will be equipped with a cell phone to facilitate communications between the team and advanced technical support staff at Covansys in the event of installation problems.

2.2. Implementation Personnel Responsibilities

The implementation personnel for Covansys and SPIRIT will be responsible for the following:

- Ensure that the following servers are ready prior to implementation: database, e-mail, application Web Servers.
- Ensure that network connectivity is ready at the client site prior to the implementation visit.
- Ensure that the client workstations are ready prior to the implementation visit. These workstations will be identified during the site survey visit.
- Convert all data from the SPIRIT databases onto the database server.
- Install the required client software on all designated workstations.
- Ensure proper connectivity to the application Web server.

2.3. SPIRIT Implementation Responsibilities

A SPIRIT Implementation Contact from the SPIRIT staff should be available for resolving any miscellaneous issues that may prevent the proper operation of the system. This may include a review of the current physical layout of the site to determine alternative configurations.

2.4. Issue Resolution

Any implementation issues or problems that cannot be resolved quickly should be immediately escalated to the Covansys Project Manager.

3. Task 3 – Implementation Schedule

3.1. Schedule for Implementation

Implementation of the SPIRIT system consists of a multi-phase process over a period of several days. It involves Covansys staff in the data conversion process, the Covansys trainer, and the Covansys implementation team. There are specific responsibilities involved at each step in the process, with each one dependent on the others for the entire process to succeed. A successful implementation requires close coordination from all parties involved. The detailed dates and schedule for the following tasks are outlined in the SPIRIT GANTT document.

The first step involves the Senior Technical Analyst ensuring that the site is properly prepared for implementation prior to the implementation team visit. Such pre-visit activities include the following:

- Ensure all software previously loaded on any equipment and any Word or Excel documents that may exist are saved to diskette or backup tape.
- Ensure all system equipment is in the correct location and readily available.
- Ensure implementation personnel have access to the implementation site and the SPIRIT Office (when required).
- The technical analyst from Covansys should work with the WIC Information Technology Project Manager to gather such data as to hardware specifications and software versions present on machines.
- Ensure that appropriate WIC staff has access to system materials, source code, documentation, and the like, to be able to perform their testing and review tasks.

While the SPIRIT staff is attending training, the SPIRIT implementation team will set up the equipment, and load the converted databases. A designated SPIRIT staff person must be present to provide access to the implementation team, to verify the placement of equipment, and to resolve any unexpected issues that may arise. For additional information regarding staff training, please see sections 6.6, 6.7 and 6.8 of the Training Plan.

The completion of implementation will be scheduled to coincide with the conclusion of training, so the SPIRIT staff can immediately begin operations under the new system.

In the event that significant problems are encountered that cannot be resolved in a timely manner (such as defective network wiring, network connectivity, etc.) implementation will be deferred and rescheduling may be required. Such unforeseen issues will be detected and fixed during the preparatory period when the total network functionality is being assessed.

4. Task 4 – Implementation Tasks Checklists

4.1. Task Checklist for Implementation of Database Server

This is a preliminary checklist that will be finalized by the Implementation Team following User Acceptance and Pilot Testing, but prior to Implementation.

1. Ensure the correct version of Windows 2003 is installed and operating correctly on the database server.
2. Ensure the correct version of Microsoft SQL Server is installed and operating correctly on the database server. Microsoft SQL Server 8i is the correct version as of the date that this document was written.
3. Configure and optimize the Microsoft SQL Server database for the hardware configuration of the database server.
4. Create the required database schemas for the SPIRIT system.
5. Ensure remote connectivity is available to the schemas.

4.2. Task Checklist for Implementation of Client Workstations

This is a preliminary checklist that will be finalized by the Implementation Team following User Acceptance and Pilot Testing, but prior to Implementation.

1. Ensure the correct version of Windows XP is installed and operating correctly on each client workstation.
2. Ensure the correct version of Norton Anti-Virus is installed and operating correctly on each client workstation. Norton Anti-Virus 8.1 Corporate Edition is the correct version as of the date that this document was written.
3. Ensure the correct version of Microsoft Office is installed and operating correctly on each client workstation. Microsoft Office 2003 is the correct version as of the date that this document was written.
4. Ensure the correct version of Microsoft Outlook is installed and operating correctly on each client workstation. Microsoft Outlook 2003 is the correct version as of the date that this document was written.
5. Ensure the correct version of Microsoft Internet Explorer is installed and operating correctly on each client workstation. Microsoft Internet Explorer 6 Service Pack 1 is the correct version as of the date that this document was written.
6. When a local printer is connected to the workstation, verify that the correct printer drivers are installed on the workstation for producing reports and/or checks (dependent upon the connected printer and the purpose of the workstation).
7. Verify that the client software is operating correctly by ensuring each application is opened, logged into, and at least one complete inquiry (not update) transaction is conducted per application.

4.3. Site Survey Checklist

The purpose of the site survey document is twofold: to gain a better overall understanding of the physical layout of existing locations, and to diagram the proposed equipment setup and workflow of the site under the new application suite. The level of detail necessary to complete this document will vary directly with the relative complexity of each site. The overall goal is to have a good “snapshot” of the site noting any possible impediments to implementation and on-going operations. The site survey will be performed by SPIRIT for each site to be implemented and will be review by Covansys.

4.3.1. Basic Site Information

Site name	
Site number (if applicable)	
Site PC number (if applicable)	
Date of survey	

4.3.2. Floor Plan Diagram

Create a basic floor plan diagram including the proposed location of computer equipment. Mark the location of all electrical outlets and network wall plates. Ideally, workstations should be no more than ten feet from either the electrical outlet or network wall plate serving that workstation. Remember to mark the location of both check printers and other output printers in the diagram. Check printers must be connected to a managing workstation while other output printers can remain independent network devices.

Confirm the proposed location of the network router. Where possible, the router should be located in the same room as the network patch panel and/or concentrator.

Hand draw the floor plan diagram and keep it as simple as possible. Exact dimensions and scaling are not necessary. Attach as many sheets as are required to diagram all office space where the application will be made available to the staff.

4.3.3. Hardware setup and implementation information

The following questions will assist in determining the reasonableness and feasibility of the proposed hardware setup and workflow of the office.

How many computers will be used at the site? _____

Are there sufficient live network ports on the concentrator to support the number of computers?

☐ Yes ☐ No ☐ N/A

Are the proposed locations of the workstations within ten feet of both a grounded electrical outlet and an active network wall plate?

☐ Yes ☐ No ☐ N/A

Are the proposed locations of the workstations directly below, above or in front of heating and/or air conditioning vents?

☐ Yes ☐ No ☐ N/A

If computers will be too near heating and/or air conditioning vents, are alternate locations for these computers available?

☐ Yes ☐ No ☐ N/A

Upon inspection or from interviews with the office staff, is there any known electrical circuits prone to overload or connected to high usage devices such as copiers, refrigerators or microwave ovens?

☐ Yes ☐ No ☐ N/A

Are any of the proposed workstation locations prone to flooding due to storms or water leaks from overhead plumbing?

☐ Yes ☐ No ☐ N/A

In the event of implementation difficulties, is after hour access available for the location?

☐ Yes ☐ No ☐ N/A

If after hours access is available, is SPIRIT staff supervision necessary?
What is the name and phone number of the after hours contact person?

☐ Yes ☐ No ☐ N/A

_____-_____-_____

4.3.4. Miscellaneous narratives

Detail any apparent impediments to the proposed installation of the network router, workstations and printers.

Identify and explain any operations that are split between floors and require personnel to move between floors to use the system.

Interview the SPIRIT administrator and pertinent staff to determine if any significant changes to the physical environment are anticipated prior to the beginning of implementation. Detail any anticipated changes below.

5. Task 5 – Back up and Recovery Procedures

Back up and recovery procedures are the responsibility of CNI and SPIRIT. Additional information regarding Back up and Recovery procedures are outlined in the Security Plan as well as the Continuity of Operations Plan (COOP). It is imperative to be prepared in the event of a system failure or loss a data to ensure an efficient recovery. Advanced planning for 'worse-case' scenarios can make the recovery procedures quick and painless to everyone involved. Central Site staff will be trained on the backup and recovery procedures as outlined in the Training Plan.

- Covansys recommends that all CNI and WIC personnel be informed of procedures to follow in the event of a system crash, power failure, etc.
- Covansys recommends that CNI and the designated System Administrator for each Tribal Agency coordinate recovery of corrupt software and/or data.
- It is imperative that CNI and/or the SPIRIT System Administrator create daily, weekly and monthly back ups of the database and keep those back ups in a secure location.
- Covansys recommends that each location, CNI, Tribal Agency offices and WIC Clinics keep a copy of the software installation disks in a secure location to facilitate in a quick recovery in the event that the centralized server or computer hardware becomes corrupt.
- It is recommended that WIC personnel who are switching to Off-line Mode have the equipment and training necessary to back-up their data while off-line to facilitate recovering their data in the event support is needed to recover loss of data.
- It is also recommended that WIC personnel who are switching to Off-line Mode keep the application software in their possession in the event their system becomes corrupt to assist in recovery procedures.

6. Task 6 – Disaster Recovery

Disaster Recovery is the responsibility of CNI and SPIRIT. Additional information regarding Disaster Recovery is outlined in the Continuity of Operations Plan (COOP). In the event of a disaster the impacted site must be guaranteed rapid recovery to continue the core business functions of managing participant information, distributing of food instruments, and meeting federal reporting requirements. CNI is responsible for providing in-house disaster recovery at designated alternate locations to provide the fastest available recovery speed, highest security, and the least amount of financial burden. It is imperative to be prepared in the event of a disaster. Advanced planning for 'worse-case' scenarios can make the recovery procedures quick and painless to everyone involved.

- A disaster is declared by the Executive Recovery Coordinator (ERC) or the Primary Site Coordinator (PSC) with direct input from the SPIRIT WIC Program Recovery Coordinator (WPRC), Systems Recovery Coordinator (SRC), and/or designated SPIRIT WIC Program director(s).
- Once a disaster is declared, the designated alternate site will be prepared by CNI. The proper site coordinator will be contacted and all appropriate disaster coordinators will be notified.
- The plan should be executed as detailed for each individual location.
- Once the primary facilities are re-established, a plan will be published scheduling the time of relocation. The relocation effort will be coordinated as to not impact normal business operations.
- The COOP provides specific information on the following:
 - Recovery Requirements
 - Disaster Recovery Plan – Version control
 - Disaster Recovery Team
 - Program Directory Responsibilities
 - Employee Responsibilities
 - Facility Locations and Function
 - Master List of CNI Contacts
 - Master List of SPIRIT Consortium Contacts
 - Master List of Covansys Contacts
- Each facility maintains a site-specific emergency response plan. Covansys recommends that this be distributed to all personnel.

7. Task 7 – Pilot

Upon successfully completing UAT, the WIC applications and data conversion will then be implemented on the WIC Program servers for the Pilot Test. The Pilot Test will utilize the actual computers and personnel that conduct the daily WIC Program functions.

Covansys will correct identified problems, in the system that SPIRIT identifies in their issue log that will be maintained by SPIRIT, BCA and Covansys during the Pilot period. In addition, any performance problems or logistical issues within the system that would prevent the user from performing his or her duties will be corrected. Covansys will provide the necessary support to the Pilot team during the testing period. The following types of support will be provided on-site.

- Assistance to SPIRIT staff in the initial installation and configuration of all necessary equipment for testing.
- Initial loading of data for the test environment.
- Initial installation and configuration of all software applications needed for testing.
- Normal support, which would normally be provided by the Covansys help desk during a pilot test, implementation process, or ongoing operations.

At the conclusion of the testing period, Covansys will provide a Readiness Assessment Document that will identify and discuss the resolution of all issues that were documented during the Pilot test. The document will also include Covansys' assessment of the system's readiness to be moved into production.

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8. Task 8 – Rollout

Upon successfully completing Pilot testing, the WIC applications and data conversion will then be implemented on the WIC Program servers for production. The training of staff will be performed as closely as possible to their site implementation date. This is important for keeping the users of the new system energized and so they can apply what they have learned for retention purposes.

The remaining conversion and implementations will be completed in two groups, with checkpoints in between. Covansys uses an extensive step-by-step checklist for these conversions with individuals assigned to each specific task. Please reference sections 6.2 Pre-Implementation tasks and 6.5 Implementation tasks sections of the Data Conversion plan for the WIC Ed systems and sections 5.1.2 Pre-Implementation tasks and 5.1.4 Implementation tasks of the Data Conversion plan Choctaw system. Each individual confirms his or her task is completed before the next task is started. All clinic data will have been tested before this final step, therefore, eliminating any surprises during production rollout. Covansys will provide the designated Tribal Agency personnel with reports regarding any data errors during the production conversion as described in Section 5 of the WIC Ed Data Conversion plans and Section 4 of the Choctaw Data Conversion plan.

The timing of implementation for each site in conjunction with the training and the conversion activities are critical since the agencies will not hold clinics during the conversion. This schedule will be determined well in advance for the agencies to be able to notify and schedule their participants appointments for certification and check pick up around the timing of this event, if necessary. Covansys plans on conversion occurring over a weekend for the pilot sites to minimize clinic down time. Please review the SPIRIT GANTT document for more specific information regarding the rollout of the system.